

- Take steps to ensure that TV captioning requirements are being met.
- Create a database with updated contact information so consumers will know who to contact with their complaints.
- Create a captioning complaint form.
- Set reporting requirements for compliance with the law and conduct compliance audits.
- Revise the complaint rules to require responses to consumer complaints within 30 days.
- Establish fines and penalties for not complying with the captioning rules.
- Require continuous monitoring of captioning to ensure that problems are discovered and fixed immediately.
- Require that, to meet the definition of 'captioned' under the current rules, a program meet standards for completeness, accuracy, readability, and synchronicity with the audio portion of the program.

My personal note: I pay a full in tax (Property Tax, Car Tax, Sales Tax, Registration Car Tax, County Tax, State tax, and Federal Tax) same as other non-disabled customers, yet and I don't get the full service and accessibility. Please take this as a serious consideration for other people.